



Temporary Customer Service Assistance

TTC Board Decision

The TTC Board, at its meeting on April 11, 2019 adopted the following:

It is recommended that the TTC Board:

1. Authorize the award of Proposal No. P31PE18942 for Temporary Customer Service Assistance to the following three companies, in the noted upset limit amounts, in Canadian funds, each for a duration of three years on the basis of the lowest average All-Inclusive Hourly Billing Rate (AIHBR):

Firm	Upset Limit Amount
Bagg Inc., operating as Bagg Managed Resources (Bagg)	\$5,000,000
Manpower Services Canada Limited (DBA Manpower)	\$5,000,000
TBM Services Group Inc. (TBM)	<u>\$5,000,000</u>
Total Upset Limit	\$15,000,000